

Magellan supports the use of e-technology to improve care coordination and wellness

Magellan Behavioral Health of Pennsylvania and its county partners continue to create e-solutions to improve care coordination and wellness for their members. It can often be challenging for members to get to a psychiatry appointment due to transportation challenges, and there are also members that forget to schedule their follow up appointment following a psychiatric hospital stay. Also, many members struggle to focus on their wellness. These realities have become targeted opportunities to collectively work to improve a member's care by developing e-solutions to address these challenges.

Magellan worked with Pennsylvania providers to implement tele-psychiatry in 2017 to offer improved access to community-based psychiatric services for residents who otherwise would face difficulty in getting to see a provider. In 2017, for example, Magellan and Bucks County collaborated on a project to increase the use of tele-psychiatry at community-based providers throughout the county. In the first 18 months of this ongoing initiative, providers have been able to use this technology to host:

- 1350+ psychiatric evaluations
- 8300+ medication management visits

In March 2019, Magellan launched a new text reminder program aimed at helping members to keep their follow up appointments following acute inpatient psychiatric hospitalization. The goal for this initiative is to provide members reminders for their 7-day follow-up appointments which may lead to an increase in aftercare follow up and reduction in hospital readmissions. Through this program, consented members discharging from an acute inpatient psychiatric hospital setting are sent text message appointment reminders for their first appointment following discharge. Text reminders are sent three days and one day prior to their scheduled follow-up appointment, as well as one day after their scheduled follow-up appointment. Members are encouraged to contact their outpatient provider and/or Magellan if there is a need to reschedule an appointment.

Another challenge for many members these days is that they find themselves so busy that they are unable to find time for their own wellness. In these cases, self-management wellness tools can be helpful to an individual's health. Magellan has several interactive tools available on our [website](#) that include easy-to-use personal calculators in the following categories:

- [Health and fitness tools](#)
- [Lifestyle checkup tools](#)
- [Pregnancy tools](#)

Magellan supports the goal of increasing the utilization of secure technology to make accessing services more convenient for members. For providers, here are some ways to consider using technology to help connect members to services more quickly:

- **E-visit:** Communicate with members via email after the first face-to-face visit.
- **E-prescribing:** Ask the physician to send a prescription directly to the member's pharmacy.
- **Refill reminders:** Send email reminders to members when it is time to refill medications.
- **E-appointment:** Provide a secure means for members to schedule appointments electronically.
- **Online personal health records:** Provide a secure means for members to track their personal health information online.

For questions related to Magellan's e-technology solutions, send an email to MBHofPA@MagellanHealth.com.